

Bereaved Family Survey Scores for Hospice Care – July 1, 2021 to June 30, 2022

- Survey scores may help you or your family when faced with choosing a nursing home setting for hospice care.
- Care received was rated on a scale of 0 to 10, with 10 being the best care. The scores below show the percentage of those families who rated care a 9 or 10.
- The scores on the left side of the table are for hospice care in VA Community Living Centers (CLCs).
- The scores on the right side of the table are Medicare averages for non-VA hospice care (to include both Veterans and non-Veterans) in all types of settings, including home.

VA Community Living Centers		
State	VA Facility	Score
AZ	Tucson	92%
CA	Loma Linda	79%
CA	Long Beach	71%
CA	Palo Alto	78%
CA	San Diego	71%
CT	West Haven	83%
FL	Bay Pines	88%
FL	Orlando	85%
FL	Tampa	92%
IL	Hines	91%
IL	Marion	91%
MA	Bedford	94%
MN	Minneapolis	97%
MN	St. Cloud	92%
NC	Durham	79%
OH	Dayton	89%
OK	Oklahoma City	66%
PA	Lebanon	93%
PA	Philadelphia	86%
PA	Pittsburgh	88%
SD	Black Hills	98%
TN	Mountain Home	94%
TX	Dallas	76%
TX	Houston	67%
WI	Milwaukee	84%
WV	Martinsburg	91%

Non-VA Settings	
State	Score
AZ	81%
CA	77%
CT	78%
FL	79%
IL	80%
MA	81%
MN	81%
NC	85%
OH	81%
OK	83%
PA	82%
SD	81%
TN	82%
TX	79%
WI	81%
WV	85%

NOTE

Scores are only provided for CLCs that received at least 30 surveys in a 12 month period.